

Denti-Cal Bulletin



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Avoid Document-Processing Delays!

Please follow the specifications below to ensure documentation sent to Denti-Cal is processed quickly.

Do

- ◆ Use a laser printer for best results. If handwritten documents must be submitted, use neat block letters, black or blue ink, and stay within the field boundaries.
- ◆ Submit additional notes and attachments on 8 ½" x 11" paper. Smaller attachments cannot go through the scanner and must be taped to an 8 ½" x 11" sheet of paper.
- ◆ Submit attachments as one-sided documents. Scanner can only scan one side of a document.
- ◆ Place the "Do Not Recycle" sticker on the return X-ray envelope. Placing the sticker on the X-rays themselves will not ensure their return.
- ◆ Address the return X-ray envelope. If you do want your X-rays returned, the return envelope must be addressed, AND include the "Do Not Recycle" sticker.
- ◆ Attach an X-ray envelope for each patient's X-rays. When attaching multiple patients' documents and X-rays together, you must include a return X-ray envelope for each patient's X-rays (paper or film); whether they are being returned or recycled. Multiple patients' X-rays cannot be processed and/or returned in one envelope.
- ◆ Update practice management software before using the new combined Treatment Authorization Request (TAR)/Claim forms (DC-202, DC-209, and DC-217). This will prevent misaligned documents.
- ◆ Discard ALL old forms. After your practice management software has been updated to accommodate the new combined TAR/Claim form, discard the old separate TAR and Claim forms to prevent misaligned documents. In addition, if your office still has any of the old carbon forms and/or X-ray envelopes, these should be discarded immediately.
- ◆ Order a supply of current Denti-Cal forms and X-ray Envelopes. For most efficient processing, ALWAYS use Denti-Cal forms. These are supplied free of charge. Please contact the Denti-Cal Provider Telephone Service Center for Forms Reorder Request forms.
- ◆ Apply a handwritten signature. A typed, stamped, or photocopied signature is not acceptable.

Doing any of the following will prevent documentation received by Denti-Cal from being processed as quickly as possible.

Do Not

- ◆ Do not use correction fluid or correction tape. This causes issues with the scanner.
- ◆ Do not submit photocopied documents (in color or black and white). Photocopied documents are not accepted.
- ◆ Do not use red ink on the documents or attachments. Use only black or blue ink when filling in forms by hand.
- ◆ Do not submit documents with holes and/or tears. Holes and tears must be repaired by using tape. Holes and/or tears can cause the document to jam the scanner.
- ◆ Do not use excessive staples and/or tape. Limit stapling to a minimum. Do not use tape to attach several documents together. These must be removed before scanning and excessive use causes tearing.
- ◆ Do not place any additional attachments inside the X-ray envelope. The X-ray envelope should only contain X-rays (paper or film). Attachments placed in the X-ray envelope risk being overlooked during scanning and missed during processing.

The following issues will result in your documents being returned to you without processing:

Misaligned Documents (Caused By):

- ◆ Using the new combined TAR/Claim form before making necessary software changes.
- ◆ Using the old TAR and Claim forms after making your software changes.

Carbon Documents:

The old carbon forms are no longer accepted and cannot be scanned and the attached carbon-imprinted X-ray envelopes are not accepted by the post office.

If you have any questions, please call the Denti-Cal Telephone Service Center: (800) 423-0507.